



Indian Motorcycle Company

NHTSA ID: 22V635

MFR ID: I-19-02

Subject: Chronology of Defect / Noncompliance Determination and Defect Remedy Identification

Chronology of Defect / Noncompliance Determination:

On March 5, 2019, NHTSA inquired with Indian Motorcycle regarding VOQs alleging loss of forward lighting. Indian Motorcycle then conducted an internal warranty investigation on the issue through March and April 2019. On April 18, 2019, Indian Motorcycle identified an actionable trend related to loss forward lighting on specific Model Year 2014 motorcycles.

Updated 8/2/2022: Following the release of the I-19-02 bulletin for MY14 vehicles, Indian Motorcycle continued to monitor field data for units outside the original recall population. An internal review conducted in or about March 2020, could not identify a defect trend to indicate a loss of forward lighting identified outside of the I-19-02 recall population.

In February 2022, Transport Canada received and notified Indian Motorcycle of a complaint related to the I-19-02 recall on MY15-17 vehicles. At that time, Indian Motorcycle re-analyzed field data and performed additional analysis to determine if other model years may be affected with similar defect conditions. Through reanalyzing all available data sources Indian Motorcycle identified an increase of claims of loss of forward lighting conditions on MY15-17 vehicles that were similar to the claims observed on MY14 vehicles at the time of the I-19-02 (NHTSA 19V339) recall. Further, while not identified with a frequency of occurrence to indicate a defect, Indian determined MY18-20 vehicles may be at risk of the same or similar conditions based on our knowledge of the reported concerns and vehicle architecture.

Indian Motorcycle therefore determined that a risk to motor vehicle safety exists with these model years of vehicles and expanded the I-19-02 recall campaign to include certain MY15-20 vehicles equipped with halogen headlights and halogen fog lights. The corrective action for the vehicles affected by the bulletin expansion includes a visual inspection (and replacement if necessary) for damage at the affected electrical connection, along with providing updated control module software that substantially reduces risk in the event of failure or early wear out condition. The improved software reduces probability by decreasing electrical current at start-up, reduces severity by automatically re-powering forward lighting with an intermittent connection, and improves detectability of occurrence by flashing the high beam indicator on the vehicle's dash.

While this corrective action may not eliminate all future occurrences, Indian believes that with the inspection and added software functionality, this issue no longer presents an unreasonable risk to motor vehicle safety.

During the investigation, Indian identified 247 reports of damage at the affected electrical connection, which were received from 10/22/2014 to 07/19/2022. There have been no accidents or injuries associated with this reported concern identified.

Indian plans to take additional measures to increase bulletin completion rates in the field for MY14 vehicles.

Identify the Remedy:

Owners will be notified by mail of the defect, instructed to verify functionality of forward-facing lighting, and be informed of timing of the fix. The details of the fix will be included at a future date but may include hardware inspection and/or a controller module update. Owners will be notified a second time by mail when the fix is available and instructed to take their vehicle to an authorized Indian dealer for service. There will be no charge for this service. If you have had this procedure performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information regarding obtaining reimbursement please contact the Polaris Consumer Service Department using the contact information above.

Updated 3/6/2020: Owners will be notified by mail of the defect and the availability of the remedy. They will be instructed to contact their authorized Indian Motorcycle dealer to schedule an appointment to bring their vehicles in to have the repair performed at no cost to the customer. Indian Motorcycle has determined that all model year 2014 111 c.i. motorcycles may experience loss of forward lighting. If this event does occur, the High Beam indicator will flash on the gauge cluster. If the motorcycle lighting malfunctions while in operation, it may reduce visibility and increase the risk of a crash. Indian Motorcycle has released a safety recall bulletin I-19-02-A/B with instructions to inspect the vehicle control module (VCM) connector for damage and reflash the VCM with an updated calibration. If damage to the VCM connector is present, repair instructions will be provided (Bulletin Part B).

Updated 8/2/2022: For the expanded recall population, Indian Motorcycle will notify consumers of the potential loss of forward lighting and the availability of the remedy. Consumers will be instructed to contact their Indian Motorcycle dealer to schedule an appointment to bring their vehicle in to have the inspection and repair performed at no cost to the consumer. Dealers will be instructed to inspect the VCM and harness connector for damage and reflash the VCM with updated software. If damage to the VCM and/or harness connector is present, dealers will be instructed to repair the harness and replace the VCM.

Customers who paid to replace or service their vehicle for this condition prior to the recall notification may be eligible for reimbursement per Polaris' General Recall Reimbursement Plan on file with NHTSA.